

. Service name

Service name

TRUSTMARQUE DATA HEALTH CHECK - Well architected framework

. About your service

Service description

The Well Architected Frameworks assessment is a process that will help rationalise your data estate, prioritise technical efforts and identify data workloads.

. Service features and benefits

Service features and benefits

Service features

- Cost Optimisation
- Performance efficiency
- Operational Excellence
- Security
- Reliability

Service benefits

- Cost effective and secure cloud operations
- Reduces exposure to various forms of risk
- Helps proactively manage costs.

. Planning

Planning

Planning service

Yes

How the planning service works

This assessment provides the framework and understanding behind the organisations cloud adoption strategy.

Planning service works with specific services

Yes

Hosting or software services the planning service works with

Microsoft Azure

. Setup and migration

Setup and migration

Setup or migration service available

Yes

How the setup or migration service works

The assessment provides the basis for understanding how to develop such as strategy.

Setup or migration service is for specific cloud services

Yes

List of supported services

Microsoft Azure

. Quality assurance and performance testing

Quality assurance and performance testing

Quality assurance and performance testing service

Yes

How the quality assurance and performance testing works

The assessment includes Operational Excellence and Performance Efficiency

. Security services

Security services

Security services

Yes

Security services type

- Security strategy
- Security risk management
- Security design
- Cyber security consultancy
- Security testing
- Security incident management
- Security audit services

Certified security testers

Yes

Security testing certifications

- CHECK
- CREST
- Cyber Scheme

• Training

Training

Training service provided

No

• Ongoing support

Ongoing support

Ongoing support service

Yes

Types of service supported

- Buyer hosting or software
- Hosting or software provided by a third-party organisation

How the support service works

We provide a comprehensive portfolio of managed services for our cloud customers

• Service scope

Service constraints

Support is restricted to the Azure platform and not to any third party software installed in this environment. Additional support to build on the Well-Architected Framework, and support the customer in interpreting the Well-Architected Framework against wider Cloud strategy and operational needs can be provided. This would be scoped using the Rate Card provided against the customer specific requirements.

• Reselling

Supplier type

Supplier type

I'm not a reseller

. User support**Email or ticketing support**

Email or online ticketing support

Yes, at extra cost

Support response times

Subject to an agreed SLA

User can manage status and priority of support tickets

Yes

Online ticketing support accessibility

WCAG 2.1 AA or EN 301 549

Phone support

Phone support

No

Web chat support

Web chat support

No

Support levels

For professional services engagements, Trustmarque does not typically provide support. For any resultant managed service that may be needed subsequent to the professional services engagement, support levels will be discussed whilst scoping said service.